

***Duties:***

Under the supervision of a Town department head, program coordinator or appropriate designee, responsible for the supervision of a specified program, duties include but are not limited to:

1. Supervising staff and/or volunteers for the program on-site.
2. Interacting with program participants as appropriate, addressing their needs and conveying their needs to the Program Coordinator/Department Manager.
3. Assessing emergency situations and making appropriate decisions.
4. Monitoring participant satisfaction with daily programs and services and conveying that information to the Program Coordinator.
5. Referring requests to capital or operational expenses beyond budget provisions, or problems with potential public relations or liability impact to the Program Coordinator for information or advice.

***Basic Knowledge:***

Position requires broad knowledge of a specialized field equivalent to 2 years of college.

***Experience:***

Position requires 1 - 3 years work experience in program management, research and evaluation.

***Independent Action:***

The incumbent may be required to function independently with little direct supervision, referring complex problems to supervisor for assistance.

***Supervisory Responsibility:***

The incumbent may supervise volunteers.

***Physical/Environmental Standards:***

- Normal office environment, may require occasional periods spent in non-office environment, including schools, day care facilities, and/or clinic, etc.
- Frequent interruptions to assist citizens.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity
- Regular lifting and carrying of files, documents, records, or other equipment.